GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2278
ANSWERED ON:03.08.2015
Interaction with Railway Passengers
Mani Shri Jose K.

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have sent proposes to send some officials of the Railways to inspect the railway stations across the country and to interact with the passengers;

(b) if so, the details thereof along with the outcome of that exercise; and

(c) the details of steps taken/proposed to be taken on the basis of the feedback received from the passengers?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (c): Inspection of various railway facilities, including of Railway stations and interaction with passengers is a continuous process on Indian Railways. Officials from Zonal Railways and Railway Board regularly inspect Railway stations and interact with passengers all over Indian Railways. Corrective action is taken on the short falls/deficiencies as and when these are noticed or reported during the inspections and interactions, depending on the availability of resources.
*****